

SUCCESS STORY

Clinical Support Solutions

Increased Practice Size and Reduced Prescription Renewal Burden with IKS AssuRx™

CLIENT PROFILE

A large independent multi-specialty medical group in the northeast region with more than 560 physicians and advanced practice professionals offering the highest quality medical care through a suite of medical services to help people live healthier lives.

CHALLENGE

- High administrative burden and clinic staff burnout
- Lack of standardization in prescription refill requests leading to potential gaps in quality of care and patient safety

SOLUTION

- Implemented IKS' proprietary technology to centralize refill requests from various sources, including patient portals, calls, and surescripts
- Worked with clinical champions to finalize a comprehensive rules book for managing an increasing number of refill requests
- Applied predefined approved guidelines, protocols, and route requests, based on outcomes, to either clinicians or clinic staff

RESULTS

- Expanded practices from Internal Medicine to Family Medicine, Rheumatology, Pediatrics, OB/GYN, Cardiology, Gastroenterology, Hematology/Oncology, Neurology, and Urology
- Drove ancillary revenue by assigning prescrip on requests and recommending lab tests or office visits for clinician review
- Identified and prevented more than 98K potential medication errors
- Saved 52K hours annualized medical assistant time

“Overall experience has been great. It's great, the prescriptions are just delivered, all I have to do is sign them off and that's easy for me”

- Physician Champion, Internal Medicine



IMPACT DELIVERED

(Oct 2021 - Sept 2023)

\$1.6M

Annualized cost savings of medical assistants' time

75%

Reduction in prescription renewal burden



To learn more about IKS Health Clinical Support Solutions, contact us today at info@ikshealth.com.

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